



Support Pathway – Policy Overview

Purpose

YMCA Black Country Group (YMCABCG) is committed to providing safe, secure and person-centred accommodation where young people, vulnerable adults and young professionals can belong, contribute and thrive. This overview explains how our Support Pathway ensures consistent, strengths-based, trauma-informed and co-produced support across all accommodation types including Supported Housing, Supported Lodgings, Living Springs and Y-Living. Our aim is to empower residents, help them develop independence, and support them to achieve their aspirations.

Our Approach – Person Centred, Co-Produced, Strengths Based and Trauma Informed

All staff must work in a way that recognises people's experiences, values resident voice and builds positive, trusting relationships. This means staff must:

- Focus on “What does this person need?” rather than “What is wrong?”
- Promote safety, trust, transparency and collaboration
- Recognise the impact of trauma on engagement, behaviour and relationships
- Ensure communication is respectful, accessible and inclusive
- Support residents to be active partners in planning, reviewing and shaping their support
- Build on residents' strengths, skills and aspirations
- Create culturally sensitive and emotionally safe environments where residents feel valued

The Four Pillars of our Support Pathway

1. Person-Centred - Support frequency, location and style are agreed with the resident. Some may need daily contact, others weekly; some prefer group work, others 1-1 sessions. Residents are equal partners in planning their support.
2. Strengths-Based - We focus on what residents can do, not what they cannot. We explore their interests, skills and goals using tools such as the Outcome Star.
3. Trauma-Informed - Staff understand how trauma affects safety, trust and behaviour. We work in ways that avoid re-traumatisation, build confidence and support emotional stability.
4. Co-Produced - Residents help shape, refine and evaluate services through Co-Design – shaping and reviewing services, Co-Decision Making – influencing decisions, Co-Delivery – peer roles, volunteering and contribution and Co-Evaluation – sharing feedback, case studies and testimonials.

Tools We Use to Support Residents

Staff use a range of core tools consistently across the Support Pathway:

- Outcome Star – support planning and change measurement (every 3 months)
- Wellbeing Assessment – mental wellbeing monitoring (every 6 weeks)
- Property Checks – ensuring safety and maintenance
- Aspirations Reflection – identifying goals and hopes
- Resident Reviews – monthly or more frequently
- George Williams Award – developing skills for independence
- License Reviews – at 12 months and quarterly thereafter (or tenancy review before end date)



- Thrive to Work – support for economically active residents
- Safeguarding – recorded on MyConcern
- Chaplaincy – emotional and spiritual support
- Positive Activities – to build purpose, skills and community

The Support Pathway – Key Stages

- Start of the Journey - Application or referral received, Interview held, Support Needs and Risk Assessment completed, References taken where needed
- Move-In - Essential Information Form, Immediate Needs Assessment and actions, Signing of License Agreement, Information Sharing Consent, Key Policies (Drugs, Alcohol, Visitors, Behaviour, House Rules) Benefits support provided
- Initial Support Engagement - Discussion around expectations, frequency and method of support, next session booked (at least weekly)
- Within 28 Days - Initial Outcome Star completed, Action Plan agreed, Aspirations Reflection
- Ongoing Reviews - Outcome Star & Action Plan – every 3 months, Property Checks – monthly (Supported Housing) or 3-monthly (Y-Living), Resident Reviews – monthly or more often, Risk Assessments – every 3 months or more often, Wellbeing Assessments – every 6 weeks
- Resident Development - Begin George Williams Award, Consider Thrive to Work for residents entering employment, Engagement in Positive Activities
- License Reviews - After 12 months, then quarterly, Review aspirations and progress, begin move-on planning

Reporting and Recording

Accurate, timely and professional recording is essential. Staff must ensure all documents are saved in the correct SharePoint location, all interactions are recorded on ActiveH/CRM, notes clearly show actions, plans and outcomes, all required tools (Star, reviews, wellbeing checks, property checks) are completed on schedule, Safeguarding concerns are logged on the right system immediately. Records must be clear enough for any colleague, regulator, local authority or resident to understand the support being provided.

Key Message for Staff

Your role is to:

- ✓ Deliver person-centred, strengths-based and trauma-informed support
- ✓ Build meaningful relationships that promote trust and independence
- ✓ Use the Support Pathway tools consistently
- ✓ Record accurately, professionally and promptly
- ✓ Encourage resident voice, participation and aspiration
- ✓ Work collaboratively with partners, colleagues and residents
- ✓ Support residents to belong, contribute and thrive

By following this Pathway, we ensure a safe, consistent and empowering experience for every resident at YMCA Black Country Group.